

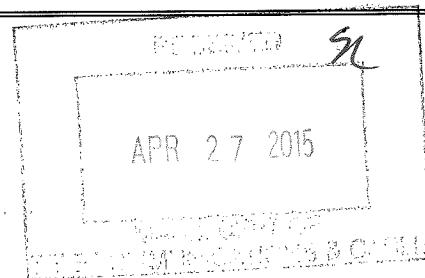


Brian A. Kyes, President
Richard C. Grimes, Secretary

19 Park Street
Chelsea, MA 02150
Office (617) 466-4813

Fredrick Ryan, Vice President
Kevin F. Coppinger, Treasurer

April 21, 2015



Sara Clark, Secretary
Massachusetts Department of Telecommunications and Cable
1000 Washington Street, Suite 820
Boston, Massachusetts 02118-6500

Re: Petition of the State 911 Department to Adjust the Enhanced 911 Surcharge

Dear Ms. Clark,

On behalf of the Massachusetts Major City Chiefs Association, I am writing this letter in support of the State 911 Department's petition to adjust the Enhanced 911 Surcharge for each subscriber or end user whose communication services are capable of accessing and utilizing the Enhanced 911 system. In our collective opinion, this surcharge is critical to the operational effectiveness of our 911 system in terms of public safety. The proposed increased revenues will support the implementation of the Next Generation 911 system throughout the Commonwealth thus allowing Police, Fire, and Emergency Medical Services to respond to calls for service in a more efficient and effective manner.

As you might be aware, the current 911 system is antiquated and nearing its end of life. There is no option to neither maintain nor upgrade this system. As today's technology improves, so must we. The system in use today relies on voice-only communication. The Next Generation 911 system will allow our trained 911 call-takers to better communicate with the public using not only voice capabilities but also what is already commonplace in today's society, i.e. text messaging, video and still-image sharing, etc. These features will also fill a critical need for the deaf, hard of hearing, and speech impaired callers. In addition, video and images sent through the new system can be forwarded to first responders in the field allowing for improved situational awareness and greatly assisting in determining our most effective response.

Without the adjustment in the Enhanced 911 surcharge, these important improvements to our statewide system will not become a reality. Public safety must be maintained at the highest level possible. We need to take advantage of these improvements in technology. Not only will that improve our planning

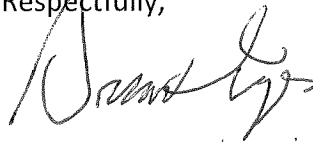
Arlington, Attleboro, Beverly, Boston, Brockton, Brookline, Cambridge, Chelsea, Chicopee, Everett, Fall River, Fitchburg, Framingham, Haverhill, Holyoke, Lawrence, Lowell, Lynn, Malden, Massachusetts Bay Transit Authority, Massachusetts State Police, Medford, Methuen, New Bedford, Newton, Peabody, Pittsfield, Quincy, Revere, Salem, Somerville, Springfield, Taunton, Waltham, West Springfield, Weymouth, Woburn, Worcester

and response capabilities, it will save lives. We all understand that we are in tough financial times but when one weighs the cost benefits of the Next Generation 911 system in terms of dollars and public safety, it will be money well spent.

On behalf of the membership of the Massachusetts Major City Chiefs Association, I strongly recommend that the Massachusetts Department of Telecommunications and Cable approve the increased surcharge. As law enforcement professionals, it is our sworn responsibility to provide the citizens of the Commonwealth with the best possible service in terms of public safety. The Next Generation 911 system will allow us to do just that starting with the initial call for assistance. Enhanced 911 has proven to save lives. Next Generation 911 will allow us to save even more.

Thank you for your time and consideration with this matter.

Respectfully,

A handwritten signature in dark ink, appearing to read "Brian A. Kyes", written in a cursive style.

Chief Brian A. Kyes
President